

myCIGNA.com

Frequently Asked Questions

How do I log into myCIGNA.com?

If you have not registered

- 1) log into www.mycigna.com
- 2) Click on the *Registration* button
- 3) Enter your date of birth, zip code, member ID or social security number
- 4) Click on *Register* and confirmation page will appear. The confirmation page will list your username and password. Each time you log into myCIGNA.com, use this username and password.

How do I access the Health Risk Assessment?

Once you have logged into mycigna.com, click on *I want to...Take the Health Risk Assessment*, located on the right side of the page. The system will ask you who you want to take the assessment for. If you are taking it for yourself, click on your name. If you are taking it for your spouse or dependent over the age of 18, click on your spouse or dependent's name.

Where can I look to check my HRA balance and see medical and prescription claims history?

Click on the *Accounts* tab located at the top and then select *View HRA Balances and Transaction History*. On the bottom of this screen you can click on *Claims History* to display the last 10 claims. You may view more claims history by selecting *Date Range* and *Custom Dates* and then entering the period of time you wish to search. This is the most comprehensive list of all claims and prescriptions that have been received by CIGNA.

Where can I look to see if I've received credit in my HRA Fund for the applicable incentives?

Under the *Accounts* tab, select *View HRA Balances and Transaction History* and any incentive dollars will show in your Choice Fund HRA account balance. Once you have been identified as an eligible participant in the Well Aware Program, you will qualify for your applicable incentive reward after completion of three phone calls with a well aware nurse.

What number do I call if I have questions about my plan and HRA balances?

If you have any questions about the CIGNA Choice Fund, HRA balances or how an on-line claim is noted as being paid, you should contact CIGNA at 800-244-6224.

Where can I find a listing of in-network providers?

If you are on the *Medical* tab, to the right side of screen, select *I want to... Find a Doctor, Hospital or Special Facility*. Make your selection pertaining to the type of physician or provider you are looking for. Fill in the city and state or zip code and hit search. The myCIGNA.com engine will automatically pull up the network of providers in your Open Access Plus network.

Can I find my coverage information on myCIGNA.com?

Yes, first click on the *Medical* tab and then in the middle of the page under Medical Benefits, select *View your Medical Benefit Details*.

Can I view my claim history and how long is my claim history stored?

Yes, you can view your claims history. On the *Medical* tab, select *Find Medical Claims for...* yourself, spouse or dependents. Select the date range. Click on *find claims*. For more specific claim detail, click on the claim reference number located on left side of the table of data. . Claim history will be available for 24 months.

What should I do if I have a claim question?

If you have a claim or eligibility question, CIGNA has a member services department ready to take your call. The number to call is 1-800-244-6224. This number is also on the back of your member ID card.

Is there a complete listing of drugs covered on the formulary?

You will find CIGNA's prescription drug list on the *Pharmacy* tab at the bottom of the page under *Additional Resources*. If you know the drug name, type in the name of drug and click go. To see a complete listing of all drugs, click on see a list of all drugs.

Where do I find more information on Tel-Drug Mail Order Program?

By going to the *Pharmacy* tab, you can request a Tel-Drug price quote, order a new prescription, refill a prescription or visit CIGNA's Tel-Drug website to view Frequently Asked Questions, update your profile and get customer service information. You can also download a Tel-Drug mail order form.

Where can I find information on Healthy Reward Programs?

On the right side of the *Medical* tab page, locate the box called *Discounts from Healthy Rewards* and select the program for which you want more information..

Can I compare drug cost at various pharmacies?

By clicking on the *Pharmacy* tab and then selecting *Prescription Drug Price quote* you can compare the costs of drugs at different pharmacies. Select from the pull down menu which member of your family you are doing the search for. You may then search by the name of the drug, class of drug or by condition. Select the strength of the medicine and frequency of dosage and select pharmacies you wish to compare. Click on compare prices. The system will bring up the average cost of the medicine per pharmacy.

Can I compare hospitals on myCIGNA.com?

Yes, under the *My Health* tab, you can click on a link called *Hospital Comparison Tool* that will allow you to compare hospital quality measures.

How can I get a Replacement ID Card?

If you or one of your family members lose their CIGNA ID Card, you can log into myCIGNA.com, under the *Medical* tab, select *Request a new id card*. The system will automatically produce and mail your ID card to your home address listed with Metro.

Where can I find information on different health topics?

You may find information on different health topics by clicking on the *My Health* tab. This tab contains a Medical Encyclopedia from Healthwise, cost and quality resources and wellness information.